

E-01345A-16-0123

E-01345A-16-0036

ORIGINAL

Arizona Corporation Commission  
Utilities Complaint Form

0000179187

Investigator: Michael Buck

Phone: &lt;&lt;&lt; REDACTED &gt;&gt;&gt;

Opinion Date: 4/18/2017

Opinion Number: 2017 - 140161

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 4/18/2017 3:40 PM

First Name: Roger

Last Name: Willis

Account Name: Roger Willis

Address: &lt;&lt;&lt; REDACTED &gt;&gt;&gt;

City: Anthem

State: AZ

Zip Code: 85086

Home: &lt;&lt;&lt; REDACTED &gt;&gt;&gt;

Email: &lt;&lt;&lt; REDACTED &gt;&gt;&gt;

Company: Arizona Public Service Company

Division: Electric

## Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

I strongly request that the Commission not allow APS to implement any new rate plans resulting from this case UNTIL such time that an independent audit proves that bills using the new rate plans will be 100% correct. I am a retired information technology consultant with experience implementing new computerized operations and financial management systems in dozens of companies over a 30-year career. With this background, I am qualified to characterize the company's conversion to a new customer billing system (which included changing everyone's customer number) that began in March as a "debacle." The bill that I received in March, prepared by the new system, was incorrect. I called APS and brought this to their attention. They issued a subsequent bill which was also incorrect. I called again, but April's bill is STILL incorrect. Not one of the three bills since February has been correct. Fortunately, I have avoided missing payments and incurring late fees that would have been assessed had I not been watching my bills closely. Another friend of mine had similar difficulties and had to call APS multiple times to ensure that his account was updated correctly. APS has not proven that they are capable of successfully implementing a new customer billing system – in fact they have proven just the opposite. With new rate plans involving new complicated logic (such as demand charges, revised solar charges, and grandfathering certain customers), recent experience with APS would indicate that this change would result in many incorrect bills and require a massive remediation effort.

## Investigation

Date:

Analyst:

Submitted By:

Type:

4/18/2017

Michael Buck

Telephone

Investigation

Entered into the record and docketed. Closed.

Arizona Corporation Commission

DOCKETED

APR 24 2017

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